



TEMPORARY WORKER HANDBOOK

Construction Trades & General Labour

For temporary agency workers

Applies to: Construction, trades, site labour and associated temporary assignments

1. Welcome

Welcome to our temporary workforce.

This handbook explains what you can expect from us as your agency and what we expect from you when working on construction sites and other client locations.

Construction work can involve significant risks. Your safety, the safety of those working around you, and the quality of your work are extremely important.

You must always:

- Work safely.
- Follow site rules and instructions.
- Wear the required PPE.
- Only carry out work you are trained, competent and authorised to do.
- Report hazards, accidents, near misses and unsafe conditions.
- Treat colleagues, supervisors, clients and members of the public respectfully.
- Tell us immediately if anything affects your ability to safely perform your assignment.

Never take a risk simply to get a job done faster.

2. Your Relationship with the Agency

You are engaged by the temporary work agency and supplied to a client/hirer for temporary work.

During an assignment, the client will normally supervise and direct your day-to-day work.

Before you start an assignment, you should receive information about:

- The name and location of the client.
- Your job role and duties.
- Expected start date and duration.
- Working hours.
- Pay arrangements.
- Relevant health and safety risks.

- Required qualifications, experience or training.
- Any expenses or deductions that apply.

Your agency should also provide you with your key information document and written terms of engagement.

3. Your Rights

As an agency worker, you have employment rights from the beginning of your assignment.

These include rights relating to:

- National Minimum Wage.
- Paid annual leave.
- Health and safety protection.
- Protection against unlawful discrimination.
- Certain statutory payments, where eligibility requirements are met.
- Access to relevant shared facilities provided by the hirer.
- Information about relevant vacancies with the hirer.

You must be paid for the hours you work. An agency cannot simply refuse to pay you because a client has not authorised a timesheet or is unhappy with your work.

After 12 weeks

If you complete the required 12-week qualifying period in the same job with the same hirer, you may become entitled to equal treatment regarding basic employment and working conditions.

This can include:

- Pay.
- Working time.
- Rest periods.
- Night work.
- Rest breaks.
- Annual leave.

The precise qualifying rules can be affected by breaks, changes of role and other circumstances.

If you believe you have not received the correct treatment, contact the agency.

4. Your Responsibilities

You are expected to:

Attendance

- Arrive at the correct site on time.
- Allow enough time to pass through site security and complete sign-in procedures.
- Attend every shift you have accepted.
- Contact the agency as soon as possible if you cannot attend.

Conduct

- Behave professionally.
- Follow reasonable instructions.
- Treat everyone with respect.
- Do not engage in bullying, harassment, threatening behaviour or discrimination.
- Do not fight, threaten or intimidate anyone.

Safety

- Follow site induction and RAMS (risk assessments and method statements).
- Follow instructions from authorised site management.
- Wear required PPE.
- Use equipment correctly.
- Report unsafe conditions.
- Never bypass safety systems or guards.

5. Construction Site Induction

You must complete the required site induction before beginning work.

Your induction should explain relevant site arrangements, which may include:

- Site boundaries.
- Site access and exit.
- Emergency procedures.
- Fire arrangements.
- First-aid arrangements.
- Welfare facilities.
- Muster/assembly points.
- Traffic routes.
- Pedestrian routes.
- Restricted areas.
- Site-specific hazards.
- PPE requirements.
- Reporting procedures.
- Working hours and site rules.

Do not start work if you have not received the required induction.

If you do not understand an instruction or site rule, ask.

6. Personal Protective Equipment (PPE)

You must wear the PPE specified for your task and site.

Depending on the assignment, this may include:

- Safety helmet.
- Safety footwear.
- High-visibility clothing.

- Safety glasses or goggles.
- Gloves.
- Hearing protection.
- Respiratory protective equipment (RPE).
- Fall-arrest equipment.
- Task-specific protective clothing.

PPE must be:

- Suitable for the task.
- Correctly fitted.
- In good condition.
- Used as instructed.

Do not modify or misuse PPE.

If required PPE is missing, damaged or unsuitable, **stop and tell your supervisor or the agency.**

7. Only Do Work You Are Competent to Do

You must never carry out work requiring qualifications, training or authorisation that you do not have.

Examples may include:

- Plant operation.
- Forklift operation.
- Crane-related activities.
- Scaffolding.
- Electrical work.
- Gas work.
- Hot works.
- Asbestos-related work.
- Confined-space work.
- Work at height.
- Certain lifting operations.
- Use of specialist equipment.

Never claim to hold a qualification or ticket that you do not hold.

If you are asked to perform work you are not trained or authorised to undertake:

Stop and tell the supervisor.

8. Tools, Plant and Equipment

Before using equipment:

1. Make sure you are trained and authorised.
2. Check that it is suitable for the task.
3. Carry out the required pre-use checks.

4. Check for obvious damage.
5. Make sure guards and safety devices are fitted.
6. Follow the manufacturer's instructions and site procedures.

Do not use defective equipment.

Tag it, isolate it where appropriate, and report it.

Never remove a safety guard unless authorised under the correct procedure.

9. Manual Handling

Construction work can involve lifting, carrying, pushing and pulling.

Before moving a load, consider:

- What is the weight?
- Is it awkward or unstable?
- Is there a safer mechanical method?
- Is the route clear?
- Is the destination ready?
- Do you need assistance?

Use mechanical aids where provided.

Do not attempt a lift that is beyond your ability.

If a load is too heavy or awkward, **ask for help rather than risking injury.**

10. Work at Height

Falls from height can cause serious injury or death.

You must:

- Follow the site's work-at-height arrangements.
- Use the correct access equipment.
- Check equipment before use.
- Use edge protection where required.
- Keep platforms and access routes clear.
- Secure tools and materials where necessary.
- Follow instructions regarding harnesses and fall protection.

Never improvise access using:

- Pallets.
- Boxes.
- Makeshift platforms.
- Unauthorised ladders.
- Unstable objects.

If safe access is not available, stop and report it.

11. Excavations and Groundworks

Excavations can collapse without warning.

Never enter an excavation unless the site arrangements allow it and the required protection and controls are in place.

Follow site procedures relating to:

- Excavation support.
- Safe access and egress.
- Edge protection.
- Plant exclusion zones.
- Underground services.
- Water ingress.
- Inspections.

Never assume that an excavation is safe simply because someone else has entered it.

12. Construction Traffic and Mobile Plant

Construction sites often contain moving vehicles and machinery.

Always:

- Use designated pedestrian routes.
- Stay outside exclusion zones.
- Make eye contact with operators where appropriate.
- Follow site traffic systems.
- Wear high-visibility clothing where required.
- Never walk behind reversing plant unless the site system specifically permits it.
- Do not use your phone while walking through operational areas.

Never assume a plant operator has seen you.

13. Hazardous Substances

You may encounter:

- Cement.
- Silica-containing materials.
- Solvents.
- Adhesives.
- Fuels.
- Oils.
- Dusts.
- Chemicals.
- Cleaning products.
- Asbestos-containing materials.

Follow the site's COSHH arrangements and instructions.

Do not use a substance unless you understand the required controls.

If you discover suspected asbestos-containing material:

Stop work, keep away and report it immediately.

Do not disturb, cut, drill, break or remove suspected asbestos-containing material.

14. Dust and Respiratory Protection

Construction dust can be hazardous.

Controls may include:

- Water suppression.
- Local exhaust ventilation.
- Suitable tools.
- Extraction systems.
- Respiratory protective equipment.

Do not simply ignore dust because it is part of the job.

Follow the site's control measures and use RPE where required.

If you have been instructed to use tight-fitting RPE, follow the site's requirements for correct fitting and use.

15. Noise

Construction equipment can produce high noise levels.

Where hearing protection is required:

- Wear it correctly.
- Use the specified type.
- Keep it in good condition.
- Follow hearing protection zones and site signage.

Report problems with hearing protection or excessive noise.

16. Electricity and Services

Treat electrical equipment, cables and underground services as potentially dangerous.

You must not:

- Work on electrical systems unless properly authorised.
- Remove electrical protection.
- Use damaged electrical equipment.

- Ignore warning signs.
- Dig where underground services may be present without following the site's procedures.

Report damaged cables, exposed conductors or other electrical hazards immediately.

17. Fire Safety

Know:

- Where the fire alarm points are.
- Where extinguishers are located.
- The emergency number/procedure.
- Your escape routes.
- The assembly points.

If you discover a fire:

1. Raise the alarm.
2. Follow the site's emergency procedure.
3. Evacuate.
4. Go to the assembly point.
5. Do not put yourself at risk attempting to fight a fire.

Never re-enter an evacuated area until authorised.

18. Accidents, Injuries and Near Misses

Report all accidents and injuries promptly.

You must also report:

- Near misses.
- Dangerous occurrences.
- Unsafe equipment.
- Unsafe working practices.
- Damaged structures.
- Missing guards.
- Unsafe access.
- Hazardous substances.
- Other serious hazards.

A near miss is a warning that something could have caused harm.

Reporting near misses helps prevent someone being injured later.

19. Stop Work Authority

You have the right and responsibility to raise a safety concern.

Stop work and seek advice if:

- You believe there is an immediate serious danger.
- You have not received the required instruction.
- You do not have the required PPE.
- You are being asked to perform work you are not trained or authorised to do.
- Equipment appears unsafe.
- Site conditions have changed significantly.
- You do not understand the safe method of working.

Never allow pressure to finish a job to override safety.

20. Alcohol and Drugs

You must not attend work:

- Under the influence of alcohol.
- Under the influence of illegal drugs.
- Impaired by medication or another substance in a way that makes working unsafe.

Some construction roles involve vehicles, plant, machinery or work at height. Impairment can put you and others at serious risk.

If prescribed medication may affect your ability to work safely, seek appropriate advice and tell the relevant person at the agency/site where necessary.

21. Smoking and Vaping

Smoking and vaping are only permitted in designated areas and in accordance with site rules.

Never smoke:

- Near flammable materials.
- Near fuel or gas storage.
- In prohibited areas.
- Inside buildings where prohibited.

Follow all site signage and instructions.

22. Mobile Phones

Do not use your phone while:

- Operating plant or machinery.
- Driving on site.
- Carrying out hazardous work.
- Walking through areas where doing so creates a risk.

Follow the client's site rules regarding phones and photography.

Do not photograph restricted areas, plans, documents, people or security arrangements without permission.

23. Equality, Respect and Anti-Harassment

Everyone must be treated fairly and respectfully.

We do not tolerate:

- Bullying.
- Harassment.
- Sexual harassment.
- Discrimination.
- Threatening behaviour.
- Abusive language.
- Violence.

If you experience or witness inappropriate behaviour, report it to your agency or the appropriate site manager.

24. Timesheets and Pay

You are responsible for accurately recording the hours you work.

Timesheets must:

- Show the correct dates.
- Show the actual hours worked.
- Include authorised overtime where applicable.
- Be submitted by the required deadline.
- Never be falsified.

Keep your own record of hours worked.

If your pay appears incorrect, contact the agency promptly.

You are entitled to at least the applicable National Minimum Wage for the hours you work.

25. Holidays and Absence

Tell the agency as soon as possible if:

- You are unable to attend work.
- You are going to be late.
- You need to request holiday.
- You become ill during an assignment.

Do not simply fail to attend a shift without contacting the agency/site as required.

Holiday entitlement and payment arrangements will be explained in your terms of engagement and assignment information.

26. Changing Jobs or Sites

Do not move yourself from one assignment to another without confirmation from the agency.

If a client asks you to:

- Stay longer.
- Change your role.
- Move to another site.
- Work different hours.
- Carry out additional duties.

Follow the agency's procedures and obtain confirmation where required.

This helps ensure that your pay, insurance, qualifications and safety arrangements are correct.

27. Site Rules

Every construction site is different.

The client's site rules may impose additional requirements concerning:

- PPE.
- Working hours.
- Parking.
- Security.
- Access.
- Photography.
- Smoking.
- Drugs and alcohol.
- Traffic management.
- Environmental controls.
- Noise.
- Waste.
- Permits.
- Specific qualifications.

The site's specific rules must always be followed.

If site rules conflict with your understanding of the assignment, ask the supervisor or agency for clarification.

28. Emergency Contacts

Agency: _____

Agency telephone: _____

Out-of-hours number: _____

Site manager: _____

Site telephone: _____

Site address: _____

Nearest hospital: _____

Emergency: 999

For a non-emergency medical situation, use the appropriate NHS service or follow the site's first-aid arrangements.

29. What to Bring to Site

Unless your assignment says otherwise, you should normally arrive with:

- Required PPE.
- Safety footwear.
- High-visibility clothing.
- Any required qualification cards/certificates.
- Photo identification where required.
- Suitable work clothing.
- Water/drinking bottle where appropriate.
- Food for your break where appropriate.
- Your agency contact details.

Do not bring unnecessary valuables onto site.

30. Worker Checklist – Before Every Shift

Before starting work, ask yourself:

- ☐ Do I know where I am working?
- ☐ Do I know who my supervisor is?
- ☐ Have I completed the required induction?
- ☐ Do I understand today's task?
- ☐ Have I seen/understood the relevant RAMS?
- ☐ Do I have the correct PPE?
- ☐ Am I trained and authorised for this work?
- ☐ Is my equipment safe?
- ☐ Do I know what to do in an emergency?
- ☐ Do I know where the welfare facilities are?
- ☐ Have I reported any hazards or concerns?

If the answer to any safety-critical question is NO, stop and ask before starting.

31. Worker Declaration

I confirm that I have received and read the Temporary Worker Handbook.

I understand that:

- I must follow site safety rules.
- I must use the required PPE.
- I must only undertake work for which I am trained and authorised.
- I must report hazards, accidents and near misses.
- I must follow reasonable instructions from authorised site personnel.
- I must contact the agency regarding absence, assignment changes or concerns.
- I have been given the opportunity to ask questions about this handbook.

Worker name: _____

Signature: _____

Date: _____

Agency representative: _____

Signature: _____

Date: _____

Important

This handbook provides general guidance and does not replace:

- Site-specific induction.
- Risk assessments.
- Method statements.
- COSHH assessments.
- Emergency procedures.
- Manufacturer instructions.
- Training requirements.
- Applicable legislation.
- Your written terms of engagement or assignment information.

Where a site has stricter safety requirements, you must follow those requirements.